

PROGRAM SUPERVISOR

Departments: Recreation

Division: N/A

Appointing Authority: Recreation Director

Grade: S2

Revision Date: 01/2021

Bargaining Unit: S

Definition:

Responsible for routine, semi-routine, general, and event driven administrative, clerical, supervisory and program duties in the operation of a municipal Recreation Department; including but not limited to planning, organizing, promoting, supervising, and evaluating diverse recreational activities and services designed to meet the needs of the community; all other related work as required that is logical to the position.

Supervision:

Works under the policy direction of the Greenfield Recreation Commission and the Mayor.

Reports to and works under the supervision of the Recreation Director or Designee.

Provides direction and supervision for up to thirty (30) employees, volunteers, and contractors associated with the operation of departmental programs.

Environment:

Varied work in a multi-task environment. Office duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled departmental events and programs.

Performs varied and responsible administrative, clerical, and program operation functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

May have access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Has contact with employees, departments, boards, commissions, and committees, State and Federal agencies, outside organizations, vendors, contractors and the general public.

Errors in judgment and administration decisions may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to residents.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assists in the planning, organizing and administration of year round and seasonal recreation and park programs, services and special events.

Assists in determining the recreational needs of the community; develops, organizes, implements, and supervises programs and special events.

Leads, monitors, and oversees sports programs and other recreational programs on a regular basis to provide support; assists with and/or solves problems and communicates with participants. Ensures the safety of program participants. Recruits and organizes employees, coaches, and volunteers. Assumes authority and responsibility for the quality of work of employees under assigned programs. Visits and observes programs and events in progress to evaluate program content and employee performance.

Documents the progress and effectiveness of specific and assigned programs offered by the City; develops and presents recommendations for additions, deletions, or revisions to programs; justifies recommendations with appropriate background data. Maintains an inventory of all recreational materials and equipment.

Assists department's marketing: print, social media, and community outreach.

Assists in overseeing daily operations of Recreation Office including but not limited to receiving registration paperwork, processing registration payments, reserving and coordinating facilities and fields, and daily customer service calls.

Maintains current information on trends and programming in recreation through participating in continuing education programs and professional associations.

Maintains working relationships with local municipal officials, community organizations, the general public and professional associates; assists with customer service duties and general office duties as required; attends and reports to meetings as requested.

Assists in the recruitment of volunteers and coaches. Distributes and collects volunteer background record check paperwork. Prepares and leads coaches' meetings to include coaches' code of conduct, skill development, emergency procedures, and all other department policies and procedures. Responsible for volunteer supervision.

Supports department in interviewing, training, hiring, and supervision of temporary and seasonal employees. Participates in staff meetings and professional development.

Leads, directs, or coaches any program in the event of an employee or volunteer absence.

Perform all additional duties as assigned by the Director or designee

Minimum Qualifications:

Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.

Education and Experience:

Associates Degree in recreation, physical education, outdoor recreation planning, leisure services or related field; Bachelor's Degree preferred; 1-2 years supervisory experience in planning and conducting community recreation or sports related programs; experience with Windows computer operating system and programs; experience with database programs necessary.

Knowledge, Ability and Skill:

Able to effectively communicate with public and program participants. Able to work independently, solve problems, and convey a positive attitude. Possess the required knowledge, skills, and ability to perform position duties in a manner that will promote and assist the department to achieve its goals. Ability to work efficiently and effectively under pressure such as deadlines or emergencies.

Ability to work effectively with employees, public, participants, school district, community organizations, and others. Physical ability to lead, organize, participate, and train others in programs and activities.

Thorough working knowledge of departmental functions and municipal operations; of standard office practices and procedures; of use and operations of standard office equipment; ability to operate a personal computer in a Windows environment with proficiency in MS Office and G-Suite required; familiarity with RecTrac, website maintenance, and other data base programs, computer hardware and software applications; ability to learn departmental programs and to function independently, under general direction, in processing and overseeing all aspects of the position.

Ability to interact with the public and participants in an effective and courteous manner on a daily basis; and enjoy working with children, teens, and adults in a professional and friendly manner.

Ability to plan, manage others, analyze data, carry out projects, facilitate groups, and meet pre-set deadlines; Must perform all aspects of job responsibilities with honesty and integrity.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, sports equipment, or other departmental materials. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing/speaking ability requirements include telephone duties and the ability to interact with others.

Require participation in outdoor activities, subject to inclement weather and extremes in temperature and high noise levels during events. Flexibility with a work schedule, particularly during the peak seasons of spring, summer and fall. May be required to work various shifts including early mornings, evenings, weekends, and holidays at a variety of City facilities. Ability to lift up to fifty (50) lbs; to exert physical effort in the set-up, take-down, or operations of programs and events.

Special Requirements:

Possess a valid Massachusetts Driver's License; position requires a criminal records (CORI), SORI, DCF, and Fingerprint checks; must have flexibility as work schedule may include irregular hours, nights, weekends or varying schedules (including early morning or late night) depending on operational needs of the department; CPR and First Aid Certifications required (or must obtain within 3 months); Certified Park and Recreation Professional Certification desired, but not required

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

s/ *Diana Letourneau*

Human Resources Director

s/ *Christy Moore*

Recreation Director

[SSEA review n/a]

January 14, 2021

Date

Revision History: Initial 3/07, 9/08, 12/19, 01/2021

s/ *Roxann Wedegartner*

Mayor